

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims:

Claims 1-38 (canceled).

39. (currently amended) A method for use in a directory assistance telecommunication system, comprising:

receiving, by a first service provider, a call from a caller using a communications device, the call including a current request for a suggestion of a third party provider of a product or service among a plurality of available third party providers, desired by the caller, the third party providers being independent of the first service provider;

retrieving, from storage, data concerning the manner in which one or more prior requests by the caller to the first service provider were handled;

utilizing at least the retrieved data concerning the manner in which one or more prior requests were handled to select a third party product or service provider from among the plurality of available third party providers in response to the current request;

searching a database for connection information concerning the selected third party product or service provider;

facilitating a communication between the caller and the selected third party product or service provider based on the connection information;

storing, in the storage, data concerning the manner in which the current request is handled; and

after the caller communicates with the selected third party product or service provider, allowing the caller to return to the first service provider without terminating the call, automatically, in response to a predetermined signal received by said first service provider from the caller's communications device.

40. (original) The method of claim 39, wherein the one or more prior requests were received in the same call as the current request.

41. (original) The method of claim 39, wherein the connection information including a telephone number.

42. (original) The method of claim 41, wherein the communication includes a telephone connection.

43. (previously presented) The method of claim 39, wherein the caller is returned to the first service provider automatically after a disconnection by the selected third party product or service provider of the communication between the caller and the selected third party product or service provider.

44. (previously presented) The method of claim 43, wherein the caller is returned to the first service provider after a predetermined period from the disconnection.

45. (previously presented) The method of claim 39, wherein the selected third party product or service provider includes a restaurant.

46. (currently amended) A method for use in a telecommunication system, comprising:

receiving, from a caller by a first service provider, a current request for a suggestion of a third party provider of a product or service desired by the caller among a plurality of available third party providers, the third party providers being not associated with the first service provider;

retrieving, by the first service provider, data concerning one or more prior requests by the caller to the first service provider;

utilizing at least the retrieved data concerning one or more prior requests to select a third party product or service provider, among the plurality of available third party providers, not associated with the first service provider in response to the current request;

assigning an agent in the first service provider, the agent communicating with the third party product or service provider on behalf of the caller to satisfy the current request; and

storing, by the first service provider, data concerning the current request in association with the caller.

47. (previously presented) The method of claim 46, further comprising receiving information concerning the caller, and generating a ticket containing details of the desired

third party provider of a product or service, wherein select fields of the ticket are populated with the received information.

48. (original) The method of claim 47, wherein the received information comprises the caller's telephone number.

49. (original) The method of claim 47, wherein the received information comprises the caller's home address.

50. (original) The method of claim 47, wherein the received information comprises the caller's present location.

51. (original) The method of claim 46, wherein the retrieved data comprises one or more caller preferences.

52. (original) The method of claim 51, wherein the one or more caller preferences include preferences for selected geographic regions.

53. (previously presented) The method of claim 47, further comprising entering the name of the third party product or service provider at which a reservation is desired on the ticket, accessing a database to retrieve other information regarding the third party product or service provider, and automatically populating selected fields of the ticket with said

other information.

54. (previously presented) The method of claim 46, wherein the selected third party product or service provider includes a restaurant.

55. (cancelled).

56. (previously presented) The method of claim 39, comprising:
retrieving, from storage, data concerning the manner in which one or more prior requests made in at least one prior call by the caller were handled.

57. (cancelled).

58. (previously presented) The method of claim 46, comprising:
retrieving, by the first service provider, data concerning one or more prior requests made in at least one prior call by the caller.

59. (currently amended) A method for use in a telecommunication system, comprising:
receiving a call from a caller by a first service provider, the call including a current request for a suggestion of a third party provider of a product or service desired by the caller among a plurality of available third party providers, wherein the third party providers are [[is]] not associated with the first service provider;

retrieving, from storage, data concerning the manner in which one or more prior requests by the caller to the first service provider were handled;

generating a record comprising the current request and the data concerning prior requests;

identifying a geographical region based on the record;

transferring the record to a call center, associated with [[the]] said geographical region;

identifying a third party provider of a product or service, among a plurality of available third party providers, that is not associated with the first service provider and is located in the geographical region, based at least on the data concerning prior requests contained in the record;

searching a database for connection information concerning the identified third party product or service provider;

facilitating a communication between the caller and the identified third party product or service provider based on the connection information;

storing, in the storage, data concerning the manner in which the current request is handled; and

after the caller communicates with the identified third party product or service provider, allowing the caller to return to the first service provider without terminating the call.

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60. (previously presented) The method of claim 39, wherein the first service provider comprises a directory assistance system.